

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2015

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What do you understand by PMS ? Discuss the points that you will keep in mind while selecting PMS for a hotel. 20
2. Define the following : 4x5=20
 - (a) POS
 - (b) CRS
 - (c) EMS
 - (d) GDS
3. Why is interfacing important in a PMS ? Explain some examples of interfacing. 20
4. Write short notes on : 2x10=20
 - (a) Posting of vouchers to guest folio.
 - (b) Electronic locking system.

5. Write an essay on methods that are used to settle the guest accounts at the time of departure in a hotel. 20
6. How does a well - organised computerised reservation system meet the needs of the traveller ? 20
7. (a) Discuss the advantages and disadvantages of registering guests with a PMS. 2x10=20
(b) How is guest profiling done in PMS ?
8. Explain how Night Auditing is carried out in a 5 - star hotel. 20
9. How does Room Management module work in any HIS ? Discuss in detail. 20
10. Explain in detail about the steps taken in hotels for conserving Energy. Is EMS used in hotels to conserve Energy ? 20
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